

*"We need a social park...a place that is safe for all to come."*



To evaluate the progress of plan implementation, performance measures have been developed that are tied to the goals described in Chapter II. The City's Investing in Results system, data collection, customer satisfaction surveys, and other reporting methods will be applied. Measurements will also apply to collaborative programs. As these measures are implemented, the City of San José will build a database of information. In addition to providing feedback on the success of this plan, this information will guide future planning decisions.

### **Provide Safe, Clean and Renovated Facilities**

- Remove all graffiti from regional and neighborhood parks within 24 hours of being reported.
- Percentage increase of parks and facilities with a staff condition assessment rating of good or excellent.
- Percentage increase of community members and customers who rate facility safety and cleanliness as good or excellent on customer satisfaction surveys.
- Percentage of regional parks and facilities in good to excellent condition based on safety, aesthetics and functionality.
- Percentage of guests at regional facilities rating services and programs good to excellent based on quality, content and responsiveness.
- Percentage of customers that rate community recreation facilities as accessible by public transportation within close proximity to the facility.

### **Increase Parks and Open Space**

- Percentage increase of existing/new residential parcels located within ¾-mile walking distance of a neighborhood park.
- Percentage increase of users/neighbors/residents that rate parks and trails as clean, safe, functional and attractive.
- Percentage increase of users/neighbors/residents who rate convenient access to parks and natural settings as good or better.

### **Develop Public Gathering Places**

- Percentage of participants reporting level of satisfaction with service as above average or excellent.

### **Expand Trail Connections to Parks, Recreation and Community Services**

- Percentage increase of linear miles added to the citywide trail system.

### **Build and Improve Community Image and Livability**

- Percentage increase of residents who agree that existing services improve the quality of a neighborhood.
- Percentage increase of users that believe that the quality of life has increased due to a reduction in blight.

## **Promote Stewardship and Volunteerism**

- Percentage increase of community volunteers who report a positive experience with a City of San José volunteer opportunity.
- Percentage increase in volunteer hours.
- Estimated dollar value of annual volunteer services.
- Percentage increase of seniors, youth, members of diverse ethnic groups, and people with disabilities in volunteer programs.
- Percentage of facilities, programs, and parks with active volunteer groups.

## **Improve Health and Wellness**

- Percentage of participants reporting that senior/therapeutic services increased their ability to live independently.
- Percentage of participants reporting that services made a positive difference or improvement in their lives or their family's lives.
- Percentage of community members who report improved health status from participation in fitness and wellness programs or use of recreation facilities.
- Percentage increase of persons that report that they have enhanced socialization opportunities by participating in community recreation, fitness, arts and cultural activities.

## **Expand Fiscal Resources and Partnerships**

- Percentage of program costs offset by revenues.
- Increased number of partnerships.

## **Promote Economic Development**

- Percentage of participants completing the Family Care Small Business Assistance program that open a childcare business and remain in business for one year.
- Net cost of City services per 1000 attendees of outdoor special event performances.